WebEx
Facilitator and Producer Guide

Canada

About the Guide
This Facilitator and Producer Guide have been developed to provide assistant to individuals delivering an MFSP Europe on-line WebEx session. The Guide is designed to use in collaboration with the MFSP Europe WebEx User Manual. The Guide provides recommendations on the set up of an MFSP WebEx session and includes a template to assist in organizing the delivery of the session content. It is assumed that the session content has already been developed using the MFSP Europe power point presentation template; and a session has already been scheduled as described in section 3 of the MFSP Europe WebEx User Manual.

Facilitator Role
The Facilitators role is to guide and manage the session, inviting attendee participation and ensuring the session objectives are met and that desired outcomes are achieved. The Facilitator may be a sole or co-presenter. The facilitator handles the practicalities and logistics of the session, including reserving a WebEx session date and time.

Producer Role
The Producers role is to assist the Facilitator and other presenters with the technical and logistical functions of the session. In addition, the Producer ensures that outcomes, actions and questions are properly recorded and actioned, and appropriately dealt with during and after the session, as required. The Producer may be asked to be a co-presenter for specific sections of the session.

Session Description
When scheduling your WebEx session, you will be given the option to include a Session Description. A Session Description is a short statement written to inform the participant of the session subject matter, approach and delivery. It is not meant to be a marketing tool or course syllabus. You should consider the session objectives as you write the session description. The session description should state the topic of the session without repeating the title; identify any preferences, restrictions, or prerequisites of participants. When writing the session description, use descriptive phrases and fragmented sentences to provide a general overview of the session content. Avoid using vague or repetitive words. Identify that the session is delivered on-line and if participants will require any special connectivity functions such as a camera, etc.

Session Content
When developing your session content and participant pre-session information (if applicable), it is important to ensure content accuracy and appropriateness. To ensure appropriate content and degree of participant interactivity, you must first consult with the MFSP Europe Regional Manager. The MFSP Europe Regional Manager will review your session content and provide you with recommendations and guidance on further developing and delivering your session.

Session Disclaimer
The following disclaimer is to be added to the beginning of all session content:

The Europe Military Family Services Program (MFSP) operates this WebEx site in accordance with Terms of Service with Cisco WebEx. The recordings on this MFSP Europe WebEx site are intended for the use of Canadian Forces members and their families. The information compiled and presented in recordings on the MFSP Europe WebEx site is for general information purposes only. Reasonable effort has been made to prepare accurate and useful information for viewers. Neither the MFSP Europe nor

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Post Session Evaluation
When scheduling your WebEx session, you will be given the option to include session materials. This is a great way to allow you to encourage the participants to complete a Post Session Evaluation. It presents you with an opportunity to gather feedback from participants quickly and easily. Post Session Evaluations lets you know immediately what worked and what didn't; provides you with information to improve current programming and to consider when developing future programs; shows participants and stakeholders that you value their input and are committed to improving programs and services; and allows you to gather information important to the MFSP accountability reporting. For additional information on adding a Post Session Evaluation (session materials), refer to section 3 of the MFSP Europe WebEx User Manual.

Pre-Session Checklist
A pre-session checklist is of use to a novice or experienced facilitator to identify key elements to design and deliver an effective session. The pre-session checklist should include (at a minimum):

- Review and familiarize yourself with session content
- Review the MFSP WebEx User Manual
- Participate in Staff Introduction to WebEx session (if first time hosting a WebEx session)
- Review and prepare the Facilitator and Producer Guide
- Schedule session and invite attendees (and presenters)
- Sign in to the session at least 45 minutes prior to the official start time
- Identify and confirm participants
- Ensure the Host has granted *all attendee privileges* to participants
- Load session slides/materials

Session Overview Template
The Session Overview Template is a quick reference tool, designed to assist you in outlining your session objectives and the time required to deliver the information. The 6 pre-filled templates listed below should be core elements of your MFSP WebEx session overview and form part of your MFSP WebEx session content. Additional templates identifying the session content directly related to the session topic can be added as required. The pre-filled templates include suggested scripts along with content reference taken from the standard MFSP Europe WebEx presentation template.

Disclaimer

15 minutes prior to start of session

Content Reference

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Objective
To inform participants of the MFSP Europe and MFRC's release of liability.

Outcome
All participants are made aware of the disclaimer.

Facilitator

Script:

Producer

Task:

Transition to next slide – Pre-sesion warm up
Facilitator script:

Pre Session Warm Up

15 minutes prior to start of session

Content Reference

Pre-session Warm Up
Please draw your attention to the chat area to the bottom right of your screen, under Participants Panel.

Objective
The pre-session warm up will allow you to confirm participants have joined the session and to keep them engaged while you are waiting for others to join and to start the session.

Outcome
All participants have joined the session and have been granted appropriate attendee privileges.

Facilitator

Script:
Welcome and thank you for joining early.

I'd like to draw your attention to the chat feature. Please feel free to chat amongst each other and check out the other tools under the participant's panel while we wait for others to join us.

I will go into more detail about each feature once we get started.

Producer

Task:

- Ensure that participants can hear and be heard via the phone line
- Ensure participants can open and print session documents
- Ensure participants have been granted the appropriate attendee privileges for this session.

Transition to next slide – Welcome & Introductions
Facilitator script: It looks as if everyone has joined us. I'd like to now take a few minutes for everyone to introduce themselves.

Welcome & Introductions

5 minutes

Content Reference

Objective
Facilitator welcomes all and invites participants to introduce themselves.

Outcome
All participants have introduced themselves and Facilitator has welcomed all.

Facilitator

Script (speaks first):
Let me first Thank you for coming and welcome you to (insert session name).

I'm (insert name and title) and I will be your facilitator today.

I'm joined by (insert Producers name) who will be assisting me and you during today's session.

(Insert producers name) would you like to say a few words?

Great! Thank you (Producers name).

I'm going to go down the participants list and ask you to tell us your name, location and role.

I'll start with ……

Task:
Once everyone has introduced themselves move onto next slide.

Producer

Task:

- Ensure that participants can hear and be heard via the phone line
- Ensure participants can open and print session documents

Script (speaks when invited by Facilitator):

Welcome, if at any time during the session you experience technical or logistical problems, send me a private message in chat.

Task:

Type in chat: write me here!

Transition to next slide – Agenda/Objectives
Facilitator script: Great! Thank you and once again welcome to all! Let's now talk about what you can expect from today's session.

Agenda/Objectives

3 minutes

Content Reference

Objective
Provide a general overview of session. Identify the length of the session and what participants can expect to learn.

Outcome
Participants are aware of the session topic and what they can expect to take away from the session.

Facilitator	Producer
Script: **We'll spend the next _____ discussing (insert session topic).** **But before we get into that, I'm going to spend the next _____ minutes covering session ground rules, and exploring the WebEx environment and tools, including the whiteboard.** **And at the end of today session we'll take a few minutes to reflect back on what we've learned.** **Does anyone have any questions before we get started?**	

Transition to next slide – Ground Rules
Facilitator script: Let me first begin by introducing some ground rules for today's session.

Ground Rules

5 minutes

Content Reference

Ground Rules
Turn off emails, phones, instant messaging tools and clear away other distractions from you are
Raise your hand if you have a question or comment
Be patience when waiting for a response to your chat
If you leave the session, please use the coffee mug emoticon to let us know you have stepped away

Objective
Help to ensure a positive experience for the participants and allowing them to begin to engage verbally. Demonstrate your role as the Facilitator rather than a lecturer or presenter.

Outcome
All participants agree to the ground rules.

Facilitator

Script (speaks first):

Ground rules set the platform for a positive on-line experience for all and ensure everyone is aware of what's expected of them. I've chosen some ground rules for today's session. Please read through them and use the green check mark to let me know you agree with them.

Task:

- Clear all check marks with the feedback eraser under the participant list.

Script (after Producer reminds to use green check):

Does anyone have any other ground rule they feel should be added? Please raise your hand if you do.

Task:

- Choose participant suggested ground rules and discuss.

Script: Thank you all for. Understanding the online learning ground rules is important to ensure a positive experience for all.

Producer

Task:

- Use your pointer tool to indicate the general area of the check mark.
- If, after 30 seconds, not all participants have checked, say:

Script (speaks second): Almost everyone has indicated they are done reading the slide. Remember to give us a green check when you are through.

Task:

- Use your pointer tool to indicate the general area of the hand icon.
- Following the Facilitator cues, add additional ground rules as suggested by participant.

Transition to next slide – WebEx Tools and On-Line Environment
Facilitator script: I'd like to now give you an overview of the WebEx tools and on-line environment.

WebEx Tools and On-Line Environment

10 minutes

Content Reference

Objective
To explain how to use the basic communication features of WebEx and give participants an opportunity to practice.

Outcome
Participants have had a chance to explore the tools and feel comfortable doing so.

Facilitator

Script:

As you can imagine, in the online environment there is a lack of body language - however there are plenty of tools in the virtual class that can help replace it.

I am going to take the next 10 minutes to explain in more detail the most common used WebEx tools and features.

I'll introduce to you the Participant's Panel; the features that make up the interactive environment, including the feedback icons; and then we will review the whiteboard and its features. You'll have a chance to try out the tools.

On the top right of your screen, you will see a list of participants. This allows you to look around the room to see who is there.

Beneath the list of names you'll see a row of icons.

Producer

Task:

- Use your pointer to indicate the panel is to the right side of their screen.
- As features are identified on the screen use your pointer to bring attention to them.

Transition to next slide – WebEx Tools and On-Line Environment continued

WebEx Tools and On-Line Environment continued

Facilitator	Producer
Script continued: ***Locate the hand-raise icon and raise your hand if you wish it were Saturday!*** ***You may raise your hand at any time you have a question or wish to interject your own thoughts and experiences during today's session.*** **Next to the hand icon are a green check and a red x. We use these to indicate yes or no. Please let me know if you enjoyed your dinner last night by clicking the green check for yes or the red x for no.** ***Finally, a little further to the right, you'll see a smiley face emoticon and a drop down arrow associated with it. You can express your emotions by choosing one of the emoticons. Why don't you choose one now?*** ***Did anyone see the coffee cup? Stuff happens and sometimes you have to walk away from the computer. It's important that you let the facilitator know that you are away. Otherwise, if I call on you and you don't answer, I will think that there is something wrong with the technology and (insert producer name) will get involved to help fix the problem.***	

Transition to next slide – WebEx Tools and On-Line Environment continued

WebEx Tools and On-Line Environment continued

Facilitator

Script continued:

Great! Those are just a few ways that we "see" your body language when in the online classroom.

Now, I'd like you to look in the lower right corner of your monitor. Here is another tool we use. It's the chat feature. You had a chance to play around with the chat when you first joined the session, so I won't spend too much time explaining it, other than it works much like instant messaging.

You'll see that (insert producer name) has posed a question in chat. Please reply in the chat area. To do this…

Task:

- Explain Send To must be set to All Participants
- Make a comment or two about what participant's have written

Producer

Task:

- Send a chat asking: What did you have for dinner last night?

↳Transition to next slide – *Session Content*
Facilitator Script: Now that you are familiar with the on-line environment, let's move into why you are here today, (session topic).

Session Content Slide Title

Identify time required to deliver information

Content Reference

Be sure to use the MFSP Europe standard presentation template

Objective

Identify objective of the information being presented.

Outcome

Identify desired outcome of the information being presented.

Facilitator

Outline Facilitator role, content delivery, and script as in previous slides.

Producer

Outline Producer role, content delivery, and script as in previous slides.

Transition to next slide – ***Copy and paste table for each session topic slide you will be presenting.***
Facilitator script:

Wrap Up

5 minutes

Content Reference

Objective
Allow participants to express their thoughts and opinions on the session. Address any pending comments or information.

Outcome
All session content has been covered. Participants express pleasure in participating in the session.

Facilitator

Script:

I'd like to wrap up today by giving you a minute to think about what you've learned in the last (time). We call this an a-ha.

An a-ha is your first reaction to the session. It can be positive, negative, or emotional.

It may relate to the content, the technology, the organization, or your own experience.

Task:

Allow 1 minute

- Choose 3 – 4 participants to ask questions about their a-ha.

Thank you for sharing you're a-ha's. This allows us to consider how we can improve this and future sessions.

Does anyone have any questions or comments before we sign off?

Producer

Task:

- Type in chat:

  Thank you for your active participation today and please remember to take the **evaluation included in your invitation email.**

Transition to next slide – End Presentation